

Information Technology Services Frequently Asked Questions

Administrative

Q1. Is a copy of today's presentation available?

A1. Yes, it is available on the Web site (www.darpa.mil/rfp).

Contracting

Q1. Who is the current contractor?

A1. RS Information Systems, McLean, VA

Q2. What are the sub-contracting requirements as part of this solicitation?

A2. It is up to the prime contractor to determine how best to respond to DARPA's needs. If the prime desires to subcontract any part of the work effort, then it is up to the prime to propose what is to be subcontracted, who is to perform the subcontracted effort, and to clearly communicate that information to DARPA, consistent with the instructions stipulated in any solicitation(s). In the event that RFPs are issued by DARPA and a large business responds as a prime, then DARPA would envision a subcontracting plan from the prime that would delineate any anticipated small business participation. In the event that RFPs are issued by DARPA and a small business responds as a prime, then DARPA would envision that a subcontracting plan would not be required. DARPA, however, reserves the right to fulfill its Information Technology (IT) needs by any acquisition strategy that best meets DARPA's needs. DARPA anticipates full and open competition where no part of its Information Technology (IT) requirements would be set aside for participation by any specific entities.

Q3. What is the anticipated contract period of performance for each of the three proposed contract awards?

A3. Base Period (12 months) + 3 options (12 months each) or Base Period (12 months) + 4 options (12 months each).

Q4. Current contract is a set aside – will this continue on one or more of three contracts?

A4. The current contract was not a small business set aside. It was competed under the ITOP II GWAC and was awarded to a small business.

Q5. Will there be any small business set asides or small business sub-contract requirements imposed on larger business primes?

A5. See A2. DARPA anticipates full and open competition to fulfill its Information Technology (IT) needs. DARPA does not envision that any part of the effort will be reserved for exclusive participation by any specific entity. DARPA anticipates that all eligible and qualified sources, consistent with the requirements of any issued solicitation(s), will be eligible to respond. DARPA reserves the right to fulfill its IT needs by any acquisition strategy DARPA determines is appropriate under the circumstances.

Q6. When will the RFQ or RFP be released?

A6. Anticipate release date is 2 September 2005.

Q7. How/when will a decision be reached on a contract vehicle?

A7. Anticipated contract type will be specified in solicitation.

Q8. What was the logic behind making three solicitations and can one contractor win all three?

A8. DARPA currently believes that three solicitations will afford the Agency the greatest opportunity to select the best qualified contractor to meet the Agency's key IT needs and result in the best solution for each requirement. In the event that three separate RFPs are issued, DARPA envisions that offerors would be able to bid on one, two or all three RFPs, consistent with any Organizational Conflict of Interest (OCI) provisions that may apply.

Q9. May the three solicitations be bid by one firm?

A9. Yes, consistent with any OCI provision that may be applicable. If an offeror chooses to respond to more than one solicitation, assuming that multiple solicitations are issued, then the offeror must respond to each solicitation separately. If multiple solicitations are issued by DARPA, DARPA envisions a requirement for an "Efficiency Addendum" as part of the prime contractors proposal that would delineate what programmatic, technical, and/or cost efficiencies might be realized by an offeror as a result of winning multiple solicitations. See A8.

Q10. Will the incumbent contractor (RSIS) be permitted to bid the new contract?

A10. Yes.

Q11. Existing contract was \$78m +, what additional tasks do you anticipate and is there a projected percentage increase?

A11. DARPA's Information Resources Directorate (IRD) provides leading edge Information Technology (IT) services and anticipates an incremental evolution based on business requirements.

Q12. What will the anticipated subcontracting opportunities be?

A12. DARPA is looking for the best overall solution and is not encouraging or discouraging subcontracting. See A2 and A5.

Q13. Will technical POC's be open to meeting or having conversations with industry or will meetings be discouraged?

A13. Meetings prior to the release of the RFP would be conducted under the supervision of the contracting officer and at the government's discretion.

Q14. Will there be any organizational conflict of interest (OCI) provisions that will prohibit a contractor from priming the Red Team contract and the seat management contracts? Priming the seat management contract and subing on the Red Team? Or vice versa?

A.14. DARPA envisions that in this type of scenario, the Offeror would be required to submit an OCI Mitigation Plan that would clearly and unmistakably demonstrate to the satisfaction of DARPA that any potential OCI issues could be mitigated. DARPA reserves the right to accept or reject any OCI Mitigation Plan that may be submitted by an offeror.

Q15. Will these contracts be performance-based contracts where the contractor proposes performance standards or will the government provide SLA's and performance standards?

A15. DARPA is looking for the best overall solution and anticipates describing both performance standards and service level objectives.

Q16. Do you encourage teaming arrangements, especially for expert assistance tasks?

A16. We are looking for the best overall solution. DARPA is not encouraging or discouraging teaming.

Q17. Can one company be awarded more than one contract?

A17. Yes, consistent with any OCI provision that may be applicable. See A9.

Q18. What is the acquisition schedule?

A18. The anticipated timeline is to release the RFP on or about 2 September 2005, proposals due circa 25 October 2005, and award circa 22 November 2005. These dates are subject to change.

Q19. For large contractors performing R&D in technical offices, is there any conflict of interest with respect to the unclassified and/or classified contracts?

A19. DARPA would expect to see from the Offeror in response to the solicitation(s) an OCI Mitigation Plan that would clearly and unmistakably demonstrate to the satisfaction of DARPA the offerors ability to eliminate any potential OCI issues.

Q20. Does the current contract include both classified and unclassified support? If so, what is the purpose of breaking into two separate contracts?

A20. The current contract provides both classified and unclassified support. DARPA currently believes that three solicitations will focus responses into the Agency's key IT areas and will result in the best overall value solution for each area.

Q21. You mention award fee structure for existing contract and SLA's. What SLA's are in place for the existing contract and the associated metrics?

A21. The existing contract contains Service Level Agreements (SLAs). SLAs include areas such as contractor responsiveness and availability in responding to customer IT inquiries, flexibility associated with acquiring commercial off the shelf (COTS) catalog products in a timely manner to augment basic services or for purposes of providing specialized or advanced functionality, and overall contractor/DARPA communications

and programmatic and project management support. Contractor performance is periodically measured against the SLA criteria that are incorporated into the contract and the results serve as the basis for determining the award fee available to the contractor throughout the life of the contract. DARPA anticipates that an award fee plan will be included and made available to potential offerors as part of any solicitation(s) issued by DARPA.

Q22. Will the new contract require a seat management component?

A22. Yes.

Q23. Please elaborate on “team/partnership” strategies.

A23. DARPA is looking for the best overall solution and is not encouraging or discouraging teaming.

Q24. How will you select contract vehicle?

A24. DARPA reserves the right to fulfill its Information Technology (IT) needs by implementing any acquisition strategy that best meets DARPA’s needs. It is anticipated that awards will be made based on “best value” and the evaluation criteria for selection of awards will be specified in the solicitation document(s) chosen by DARPA to fulfill its needs.

Q25. If one performs IV&V or SID/IA, is there an OCI with providing class/unclass or red team effort?

A25. DARPA envisions that in this type of scenario, the Offeror would be required to submit an OCI Mitigation Plan that would clearly and unmistakably demonstrate to the satisfaction of DARPA that any potential OCI issues could be mitigated. DARPA reserves the right to accept or reject any OCI Mitigation Plan that may be submitted by an offeror.

Q26. It was stated that the incumbent will sell network for \$4.1 million. How will that be distributed among the RFQ’s? Or will it be on one of the three?

A26. The details of the distribution will be included as part the relevant solicitation(s). Inventory will not be transitioned to the Red Team and Security Analysis effort.

Q27. Is the budget and OMB 300 set to support a managed services contract?

A27. Question is unclear to DARPA.

Q28. The current incumbent is RSIS. Can you tell us who are the subs on this RSIS contract?

A28. This information will not be provided at this point in time.

Q29. Under what conditions can incumbent staff (RSIS) work for the new contractor? Are there any existing agreements that prohibit incumbent personnel for working for the new contractor?

A29. There are no known conditions that prohibit incumbent staff to work for the successful offeror or offerors. The government is not privy to any agreements between RS Information Systems and their individual staff or subcontractors. FAR Clause 52.237-3 Continuity of Services, is included in the existing Statement of Work with the incumbent contractor, and DARPA envisions that such clause would be included in any new resulting contract award(s). The clause is reprinted as follows:

52.237-3 Continuity of Services.

As prescribed in 37.110(c), insert the following clause:

Continuity of Services (Jan 1991)

(a) The Contractor recognizes that the services under this contract are vital to the Government and must be continued without interruption and that, upon contract expiration, a successor, either the Government or another contractor, may continue them. The Contractor agrees to—

(1) Furnish phase-in training; and

(2) Exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor.

(b) The Contractor shall, upon the Contracting Officer's written notice, (1) furnish phase-in, phase-out services for up to 90 days after this contract expires and (2) negotiate in good faith a plan with a successor to determine the nature and extent of phase-in, phase-out services required. The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan, and shall be subject to the Contracting Officer's approval. The Contractor shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the services called for by this contract are maintained at the required level of proficiency.

(c) The Contractor shall allow as many personnel as practicable to remain on the job to help the successor maintain the continuity and consistency of the services required by this contract. The Contractor also shall disclose necessary personnel records and allow the successor to conduct on-site interviews with these employees. If selected employees are agreeable to the change, the Contractor shall release them at a mutually agreeable date and negotiate transfer of their earned fringe benefits to the successor.

(d) The Contractor shall be reimbursed for all reasonable phase-in, phase-out costs (*i.e.*, costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this contract. (End of clause)

Q30. Will the Red Team contract be a task order based contract that allows the contractor to employ consultants or will the RFP require full time employees or SETA contractors?

A30. DARPA is looking for the best overall solution. DARPA envisions that the anticipated contract type will be specified in any upcoming solicitation(s), and the ability of the offeror to deviate from the anticipated contract type would also be specified in the solicitation. The issuance of an RFP would not necessarily prohibit an offeror from proposing consultants, if such inclusion were deemed to be the most appropriate under the circumstances. It is up to the offeror to propose such key personnel, consultants, and/or subcontractors, if any, that the offeror deems best meets DARPA's needs. DARPA will evaluate all proposals consistent with the requirements of the solicitation and the evaluation criteria specified for award.

Q31. Will this be a performance-based contract? If so, what are the service level agreements (SLAs) that are already established?

A31. It is anticipated that these efforts will be performance based. Service Level Objectives will be included as an attachment to the solicitations.

Q32. Is there a page limit to the response?

A32. Page limits will be addressed in the solicitations.

Q33. How do you want us to handle pricing?

A33. Submission of cost proposals will be addressed in the solicitations.

Q34. Are we responding to the DRAFT RFP or will there be final RFP?

A34. There is no anticipated DRAFT RFP. Please refer to contract Q6 above.

Technical

Q1. What are the refresh rates?

A1. Many of the existing seats are refreshed on a two year cycle with some seats being refreshed up to four years. Guidelines for refresh will be included in the solicitations. Offerors may propose refresh rates different from the stated guidelines, consistent with any instructions stated in the solicitation(s).

Q2. What are the system reliability expectations?

A2. Access is required 24 hours a day, 7 days a week, and 365 days a year.

Q3. Does DARPA follow/implement DITSCAP (DIACAP future)?

A3. Yes, DARPA uses DITSCAP/DIACAP processes where applicable.

Q4. Will there be a contractor visit to the work site?

A 4. Site visits are not anticipated.

Q5. Will you be releasing a list of current COTS software being used?

A5. Yes, a listing of the COTS software will be included as part of the solicitations.

Q6. Will the Offeror have to buy all current hardware and software currently being used from the incumbent? (desktops, laptops, PDA's, enterprise software, desktop software, etc.)

A6. Yes.

Q7. What is the current help desk software at DARPA?

A7. The current help desk software is Remedy.

Q8. How large does the help desk staff need to be?

A8. The offeror should propose a staff sufficient to meet the government requirements.

Q9. Will we receive an inventory of current hardware and software?

A9. Yes, current inventory will be included as an attachment to the solicitations.

Q10. What are the clearance requirements for personnel?

A10. The minimum requirement for on-site personnel working at DARPA is a Secret Security clearance. Personnel working on the classified effort will require higher clearances.

Q11. Will the contract winner be able to employ non-US citizens?

A11. Offerors must meet the requirements of the solicitation(s) to be considered for award.

Q12. What are the legacy systems and technology that the winner will have to work with during the period of performance?

A12. DARPA anticipates making legacy systems and technology information available during the solicitation(s) process where possible.

Q13. Are the networks discussed managed separately or via a single network management tool?

A13. The offeror can propose solutions that meet DARPA's requirements.

Q14. Does DARPA support a base of telecommuters?

A14. All DARPA employees must be able to access the DARPA unclassified network from remote locations around the world.

Q15. Are Help Desk agents required to support the class/unclass users? What are the Security clearance requirements for help desk agents?

A15. It is anticipated that the classified and unclassified solicitations will each require a help desk. DARPA envisions that the unclassified help desk will require a minimum of a Secret security clearance and the classified help desk personnel will require a higher level of clearance. Offerors are reminded that if multiple solicitations are issued by DARPA, DARPA envisions a requirement for an "Efficiency Addendum" as part of the prime contractors proposal that would delineate what programmatic, technical, and/or cost efficiencies might be realized by an offeror as a result of winning multiple solicitations.

Q16. What network management software solution is used in current DARPA network?

A16. The offeror can propose solutions that meet DARPA's requirements.

Q17. Licenses for software are owned by DARPA? Contractors? DARPA does not own hardware/software?

A17. Hardware and licenses for software are "owned" by the incumbent. Some hardware and software for the legacy systems is owned/maintained separately. Details will be included as an attachment to the solicitation.

Q18. Do you need BMMP approval?

A18. No, not at this time.

Q19. When will DARPA provide to industry a list of the current assets and documentation on the enterprise architecture?

A19. DARPA anticipates providing this information at the time solicitation(s) are released.

Q20. Will refresh cycles pick up where the incumbent's cycle left off?

A20. The offeror can propose solutions that meet DARPA's requirements.

Q21. Will Red Team staff and functions reside full-time in DARPA spaces similar to those on the classified and unclassified contracts?

A21. The offeror can propose solutions that meet DARPA's requirements.

Q22. How will the reliability of current hardware and software be included in the bid process?

A22. DARPA anticipates that upon contract award, equipment and responsibility will transition from the incumbent contractor to the winning contractor.

Q23. Is the remote storage and hot backup site a government or contractor facility?

A23. The offeror can propose solutions that meet DARPA's requirements. The government will supply the facility space for the hot backup site.

Q24. Many personnel have TS clearances, some have SCI. Will DARPA provide SCI billets for those personnel with current TS clearances able to be cleared for SCI? How many SCI billets will be required to support the classified solicitation?

A24. DARPA anticipates that the DD Form 254 to be issued for the classified contract will require access to Sensitive Compartment Information (SCI). The offeror should propose a staff sufficient to meet the government requirements.

Q25. How does DARPA intend to manage the transfer of assets from the incumbent to a new contractor, including: determination of depreciated value, condition of assets, services during transition?

A25. Determination of depreciated value is set at the incumbent's depreciation rate. DARPA anticipates that the value of assets will be available to offerors at the time of solicitation(s) issuance. The government expects asset transition to be seamlessly

accomplished between the incumbent and awardee, and to be minimally involved during this transition process.

Q26. Which brand of portal is currently used?

A26. While there are several portal tools in place, Microsoft Sharepoint is the predominate portal in use.

Q27. Are your financial systems COTS or customer developed? If COTS, which brand?

A27. The financial systems are a legacy system currently maintained by another contractor under the auspices of the Comptrollers' office. This other contractor will provide access and other support as defined in the SLOs regarding legacy systems which are anticipated to be described in the solicitation.

Q28. Does DARPA sponsor any security clearances?

A28. We anticipate issuing DD Forms 254 for both the unclassified and classified contracts.

Q29. How many SETA are currently employed by: unclassified, classified, red team.

A29. This information will not be provided at this point in time.

Q30. Any wireless in place or planned, other than blackberry/PDA.

A30. DARPA portable systems are configured for wireless use outside of the DARPA enclave.

Q31. Why a classified vs non-classified breakout as opposed to a functional breakout (e.g. help desk, network, security, etc.)

A31. DARPA believes that three solicitations will focus responses into the Agency's key IT areas and will result in the best solution for each area.

Q32. For this solicitation, does DARPA have a notional or objective architecture?

A32. DARPA's requirements and IT architecture will be described (notionally) in the solicitation.

Q33. Does DARPA need Oracle support? RDBMS, Oracle Financials, Forms and Reports, Oracle Portal, Interface Development?

A33. Some legacy systems use Oracle. There are no current requirements that require dedicated Oracle support.

Q34. Is VOIP currently used or planned for use at DARPA?

A34. VOIP is currently not in use. The offeror can propose solutions that meet DARPA's requirements.

Q35. Financial System – Do you run SAP? Oracle Financials?

A35. The financial systems are a legacy system currently maintained by another contractor under the auspices of the Comptrollers' office. This other contractor will

provide access and other support as defined in the SLOs regarding legacy systems which are anticipated to be described in the solicitation.

Q36. Where will the help desk be located?

A36. While the offeror may propose a solution that meets the governments' requirement, there will be space provided for Help Desk on site within the DARPA enclave.

Q37. How many users and how many systems do you have for each of the networks?

A37. See Proposers' Day brief for approximations. An inventory will be included as an attachment to the solicitation.

Q38. Do you currently have an annual number of help desk tickets that you respond to?

A38. Approximately 35,000 tickets per year.

Q39. How much of the current equipment is under warranty?

A39. All of the current seats are under warranty and a high percentage of the COTS items.

Q40. Is it anticipated that the IV&V requirements will be addressed in the upcoming solicitation and competed openly, or will IV&V be handled in a separate manner?

A40. It is not anticipated that IV&V will be addressed in the upcoming solicitation or competed openly at this time. DARPA currently fulfills the IV&V function with other contractor support services, and does not anticipate that this will change in the foreseeable future.

Q41. "Assets must be purchased from incumbent at \$4.1M." Does this include the classified network assets? What is the split between classified and unclassified assets in the event different contractors are awarded contracts?

A41. An inventory with assigned value of assets will be provided as part of the RFP package.

Q42. Will perspective offerors be able to propose initial Expert Assistance Tasks that will support technological evolution of the current Seats and other potential service options?

A42. Prospective offerors will be able to propose any solution they believe will best respond to the RFP.